

**Cox, Steve**

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**From:** [REDACTED]  
**Sent:** 03 April 2016 10:21  
**To:** Cox, Steve; Noble, Craig  
**Cc:** Manning, Terry; Doggett, Ian  
**Subject:** Yet Another Refusal To Carry A Guide Dog

Dear Steve and Craig

Once again I am having to contact you regarding a driver, number 76, (Rob) refusing to carry me and my guide dog in his taxi yesterday on the grounds that "she does not look like a guide dog."

This is, at least, the third time this has happened to me in Torbay and I am getting the feeling that there may be an issue here. In addition to it being rather upsetting, causing a scene and reflecting poorly on the taxis who are more than happy to carry my guide dog, it sends a negative message further afield that Torbay does not welcome guide dogs.

I await your positive response but I really feel enough is enough. The driver was rude especially to me and my mother who suffers from dementia and became even more confused. Coral, my dog, was not wearing her harness as she was not working but she had a flash on her lead which was easily visible and she also had her guide dog medallion round her neck.

If you want to discuss this with me please call me on [REDACTED]

Many thanks

[REDACTED]  
[REDACTED] Councillor  
[REDACTED] Ward  
Torbay Council

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